

In the News

EXECUTIVE OFFICE OF THE MAYOR

Volume 2 Issue 22, October 24, 2003

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Message from the Mayor

Citizen Summit III—Real Challenges. Real Choices.

In only a few short days, we will embark on our third Citizen Summit — the largest ongoing town hall meeting in the United States. But the summit is more than simply a town hall meeting. It's a real chance for District residents to help decide the city government's priorities for the coming years.

The Citizen Summit is extremely important in my administration because it's the driving force behind the strategic plan for our city. The summit provides residents with a direct voice in making choices on tough issues and providing input for our Citywide Strategic Plan. As in past years, the Citizen Summit will directly influence the District's annual spending priorities and legislative initiatives.

The summit's importance is underscored by the fact that it will help build our long term vision for the future of the District of Columbia. The vision will help us set the overall direction for the District and help define our major priorities for the next 20 years.

A few of the critical issues we'll be addressing at Citizen Summit III include:

- Education
- Housing
- Health Care
- Public safety
- Employment
- Substance abuse

Furthermore, our city government has been working aggressively on benchmarking — comparing where our city stands with other cities in the United States. How do we stack up against other cities when it comes to health care, affordable housing, and public safety? Benchmarking provides a barometer for our city government by measuring our progress in comparison to other cities.

At the summit, residents will also discuss a host of issues about how they can become more engaged in the city. We won't spend all of our time talking about what the government should do. We will also spend time looking at how we see ourselves as citizens. The summit is a chance for residents and the District government to become better partners.

So please join me on Saturday, November 1 at the new Washington Convention Center. To register, visit www.citizensummit.dc.gov or call (202) 727-0882.



AGENCY WEBSITES

[Office of Tax and Revenue](#)

[Department of Parks and Recreation](#)

[Department of Employment Services](#)

[Metropolitan Police Department](#)

[Office of Boards and Commissions](#)

[Commission on the Arts and Humanities](#)

District Celebrates Customer Service Week

Few things are more important than paying tribute to a job well done. On October 6, I helped kick off the District government's observance of National Customer Service Week by paying tribute to the hard work District employees do for our residents.

National Customer Service Week was observed from October 6 - 10. First launched by the International Customer Service Association in 1988, it has become a national event as proclaimed by Congress. The overall purpose of Customer Service Week is to create a positive message regarding customer service for our constituency and to provide a productive opportunity to generate a stronger commitment to customer service excellence internally.

This year was the District government's third observance of National Customer Service Week. And the District's theme this year was "Partners in Service." As public servants, we are all responsible for serving the diverse but basic needs of the District's citizens. By making the choice to be government employees, we must meet and exceed the challenge to provide a positive customer service experience every time we interact with customers, whether they are internal or external to the government. I'm proud of the collective strides our government has made in customer service. We are a more responsive, efficient and accountable government. We've set customer service standards and expectations. More often than not, we are exceeding them. We have a lot to be proud of.

On October 6, I was especially pleased to honor my 2003 Excellence Award recipients. They've stepped up to my challenge. They're actively setting an example for the city's vision for customer service. Here are a few examples of employees who are going above and beyond:

Mohammad Ullah, Engineering Technician, Curbside Management Division, District Department of Transportation, has received numerous accolades from both residents and colleagues for his professionalism, quality of work, work ethic and customer service skills.

Helene Hendricks, Customer Call Center Manager, Department of Consumer and Regulatory Affairs, was voted most customer friendly by her peers and managers for two consecutive years.

Barbara Jones Temple, Receptionist, Office on Aging, has been directly responsible for maintaining a high level of telephone-based customer service. A model employee at the Office on Aging, Barbara always goes the extra mile.

These employees and all of this year's recipients truly represent my vision for how customer service should be provided.

Employee Profile

Nichola Lane

Nichola Lane is relatively new to the District government, but in her two years with the Department of Employment Services she has found a way to successfully bridge the employment gap between job seekers and local businesses. She finds jobs for people and people for jobs.

As an account executive, Nicky spends her days working with small and start-up businesses, helping them to fill available job openings with skilled workers. But just as importantly, she also spends part of her day talking to and working with job seekers. "Although I work primarily with employers, I need that contact with job seekers because I have been where they are. Many of them just need to know that somebody cares. When I am able to make a match – placing a worker with an employer – I feel really good about the job I do and hopefully they both feel good about the match," said Nicky.

Nicky's high energy and professionalism are perfect for her current position. "It may be a cliché but she really does go the extra mile to assist small and start-up businesses fill their employment needs," said Susan Gilbert, associate director for employer services. "She really becomes the human resource arm for employers and that takes a great burden off of these small businesses."

"I love what I do," said Nicky, "but I could not do any of this successfully without the help and support of my co-workers at the Department of Employment Services. The case managers at the One-Stop Career Centers and my fellow account executives have made my work successful. We are a team."



Nichola Lane



LINK TO OTHER
WEBSITES

[DC Agenda](#)

[Hands on DC](#)

[DC Convention
and Tourism](#)

[DC Public Library](#)

Edgewood Terrace Grand Opening

On October 7, I joined a host of residents and local officials to mark the completion of the last two phases of the Edgewood Terrace housing development on Edgewood Street in Northeast. The renovation work is complete on this facility, and residents are moving into a sparkling new complex that contains some of the finest housing in the District.

But Edgewood Terrace is not simply a housing complex. The complex, once part of a dilapidated area, has transformed into an "Electronic Jobs Village," providing not just affordable housing but job training and other community programs. The average income of the 125 adult residents who have taken the 18-week career training program at Edgewood Terrace was \$9,400, prior to enrollment.

After completion, the average income almost tripled to \$26,800. Another 435 adults, most living in nearby Edgewood Terrace neighborhoods but not at the housing complex, increased their income on average from \$11,000 to \$25,000.

When I took office, I promised to bring economic development to every corner of this city. Now, we've got \$27 billion worth of development in our midst. We've got 30,000 units of housing that are either completed, under construction or in the pipeline. Edgewood Terrace is just one of our city's magnificent developments coming to fruition.

For too long, affordable housing has fallen by the wayside in the District of Columbia. In 1997 and 1998, for example, there were virtually no housing permits issued in this city. That's unacceptable, and today I'm pleased to say we're making tremendous progress on many fronts. Today, we're building affordable homes for our hard working families.

I am committed to redoubling our efforts to provide affordable housing, especially for those who need housing the most.

I'd like to thank the former and current residents of Edgewood Terrace for turning an area once known as "Little Beirut" into a beautiful, well-maintained housing complex. In the place of drugs, violence and crime are jobs, education and support for seniors. Instead of despair, there is hope and opportunity.

Sherwood Recreation Center Grand Opening

We now have another great recreation center here in the District. On October 9, I helped cut the ribbon at the grand opening of Sherwood Recreation Center in Northeast.

Prior to 1999, Sherwood Recreation Center consisted of a one-room school house. The facility was less than 1,000 square feet. The indoor facilities at Sherwood were wholly inadequate to meet the needs of the community. So the center was demolished nearly two years ago in anticipation of a new \$4.5 million recreation center. That center came to fruition, and we celebrated its opening with the community earlier this month.

At the grand opening, I commended everyone involved in making this center possible. All of them helped connect our young people to recreation opportunities for physical fitness and personal growth. This is another example of our commitment to support young people and to help them to reach their full potential.

I believe the strength and the hope of our young people depends on citizens — individual and corporate — coming together around a vision, as the community has done at Sherwood. That's the kind of community spirit I want to continue to build on and promote neighborhood by neighborhood.

The center will offer enhanced recreation opportunities for young children and a resource for parents and guardians of this community. The new recreation center, gymnasium, and playground are not only welcome assets to the community — they're a symbol of the rebirth and growth of our neighborhoods throughout the city.



Mt. Pleasant Neighborhood Walk-Through

On October 10, I joined Councilmembers Jim Graham (Ward 1) and Adrian Fenty (Ward 4), other local officials and citizens for a walk-through of the Mt. Pleasant neighborhood. Our walk-through followed recent gang violence that left a 20-year-old man slain and a Metro bus driver wounded.

I commend the work of Chief Charles Ramsey and the Metropolitan Police Department on their quick work in helping close this case. Milton Roberto Sagastizado of Northwest was shot in the leg while near the intersection of Mt. Pleasant and Irving Streets, NW on October 9. He was taken to the Howard University Hospital and died as a result of his injury.

On October 10, our Violent Crimes Branch charged 27-year-old José Sallamanca of Northwest with Murder I While Armed in this case. The investigation of the shooting continues to this day, however. As always, I urge the public's help in finding the criminals putting fear into our citizens.

I won't tolerate gang violence in the District of Columbia — and we're doing everything in our power to put a stop to this senseless terror. I know citizens are frustrated. They have a right to be frustrated. But our police department has been and will be working overtime to prevent gang violence.

Our Gang Intervention Partnership continues to work on a multi-pronged (enforcement, prevention and intervention) strategy to combat gang violence in Columbia Heights, Mt. Pleasant, Adams Morgan and other neighborhoods. This partnership includes police, schools, other DC government agencies and social service organizations. Originally planned for only two months, Chief Ramsey has decided to extend the Partnership.

The Office on Latino Affairs is working with a group of Latino youth organizations in the Columbia Heights/Mt. Pleasant neighborhoods to design a new youth violence and prevention initiative. This \$400,000 program will be funded through the end of FY04.

Our investigative and enforcement efforts continue to be strong. MPD has made arrests in four of the five gang-related shootings that occurred earlier in the summer.

Additional resources include officers from the Third and Fourth Districts, the Latino Liaison Unit, as well as redeployed officers, who normally work specialized assignments, but spend one week out of every eight on street patrols.

I pledge to our citizens my continued vigilance. We will not rest until our streets are safe for our residents, who have chosen to live in Washington, DC because it's a magnificent city. Anyone with information on gang-related violence is asked to call police at (202) 727-9099.



Best of the Web Award Goes to...

I'm happy to share the news that the District of Columbia has the best municipal website in the United States! DC.Gov won the 2003 "Best of the Web" award from the Center for Digital Government and *Government Technology Magazine*. Their independent panel of information technology experts and former winners selected DC.Gov as the best site for web-based delivery of public services.

In five years, DC.Gov has grown from 200 pages of static information to an ever-expanding online world of more than 120,000 pages of easy-to-navigate information, services, and interactive forms for residents, businesses, and visitors to our city. We now provide more online applications than any other city in the nation, making it easier, faster, and more convenient to do business with the DC government—anytime, anywhere. As Washington becomes an increasingly international city, our website is evolving to open the doors of e-government to a new population. The site's translation feature now provides information in seven languages.

One innovative feature that sets DC.Gov apart is our growing list of Resource Centers, where we consolidate related information and services into a user-friendly one-stop-shop. One of the first of these was the Business Resource Center, which provides a single destination for District-specific information and services, plus tools and tutorials to help open and operate a business. Other Resource Centers are geared toward District children (Kids' Capital) and people who live and work in DC (Resident Resource Center).

These features and other site enhancements, including a redesigned interface, webcasts, alerts and newsletters, attract and encourage broader participation in city government and give us a new way to serve the people of Washington.



Francis Scott Key Elementary School

As I observed in my January inauguration speech, Nelson Mandela once said, "Education is the most powerful weapon which you can use to change the world." Mandela's words resonated clearly on October 14, when we celebrated a lasting change at the recently renovated Key Elementary School in Northwest.

After three years of construction, Key Elementary is now completely modernized and expanded to fit the needs of its students and faculty. The new 50,000-square-foot facility houses additional classrooms, a cafeteria, gymnasium, science center, and creativity center, and can accommodate more than 300 students. Both students and faculty began this school year in their new building.

Key Elementary has long been known as an effective and highly regarded public elementary school that turns out well-rounded, informed, and motivated students. But what locals may not know is what a challenge it has been for administrators, staff, parents, and teachers to produce those results within that charming, small, old building.

Educational experts currently recommend that schools should be of a size to provide 143 square feet per student. Until recently at Key Elementary, there was no auditorium or large room to hold assemblies, performances, or PTA meetings. Key also lacked a gym, so on inclement weather days, the students played quiet games inside during recess and physical education periods.

At the ceremony, I recognized the efforts and lasting commitment of all those who played a part in the renovation of Key Elementary. They include David Landeryou, the principal of Key Elementary School; Superintendent Paul Vance (DCPS); William Lockridge, Co-Chair of the Facilities and Finance Committee and DC Board of Education Representative; DC Councilmember Kathy Patterson; and, DC Board of Education Representative Dwight Singleton.

District residents can expect to see more improvements in DC public schools. It is my mission to ensure that both the level of education our children receive and the buildings they receive it in are excellent. I encourage all District residents to visit Key Elementary and witness for themselves the positive strides we are making as a community.

District's 49th Annual One Fund

On Friday, October 31, the District government will kick off the 49th Annual DC One Fund drive. All District employees are encouraged to participate and to show their support. District government employees may be released for a period of no more than two hours (not including the employee's lunch period) to attend the One Fund Event. The celebration will be held at the Frank D. Reeves Center, 2000 14th Street, NW, Main Lobby on Friday, October 31, from 11 am until 2 pm.



Mayor's Week in Review from September 27 through October 17

Mayor Speaks at Warner Theatre Awards Show

On September 27, I delivered remarks at the Washington Post Music & Dance Scholarship Awards, held at the Warner Theatre in Northwest.

Mayor Hits WOL Airwaves

On September 29, I appeared as a live program guest on "Live at 5" show broadcast on WOL-AM.

Mayor Appears at Georgetown Ministry Center

On September 29, I appeared as a speaker at the ribbon cutting for the new Georgetown Ministry Center Homeless Counseling Center.

Mayor Delivers Housing Remarks at Fannie Mae Foundation Event

On September 29, I delivered remarks at a forum for the 2nd annual edition of the Fannie Mae Foundation's *Housing in the Nation's Capital* report.

Mayor Attends UDC Back To School Reception

On September 30, I delivered remarks at the UDC Back To School reception sponsored by the UDC Foundation.

Mayor Speaks at Housing Event in Northwest

On October 1, I delivered remarks at a reception in Northwest entitled: "How To Develop Affordable Housing in Today's Washington, DC," sponsored by the Institute for Professional and Executive Development, Inc. and Thomas West's *Housing and Development Reporter*.

Mayor Attends AIDS Walk Kick-off Event

On October 4, I delivered remarks at the Whitman Walker Clinic's AIDS Walk, which launched at Freedom Plaza. This year's walk is a vital part of Whitman-Walker's fundraising efforts to provide medical care and social support services for those living with HIV/AIDS in our region.

Walk-Through of Mt. Pleasant

On October 10, I joined local officials and residents on a walking tour of the Mt. Pleasant neighborhood in the wake of a gang shooting.

Mayor Hits the Streets for Taste of DC

On October 13, I joined thousands of residents and visitors at the 12th Annual Taste of DC event on Pennsylvania Avenue, NW.

Mayor Speaks at Key

On October 14, I delivered remarks at Key Elementary School in the Palisades neighborhood of Northwest. Key is a 17,400 square foot school originally constructed in 1928. I joined others to celebrate its exciting redevelopment and modernization.

Mayor Speaks at DC Vote Gala

On October 13, I delivered brief remarks at an annual gala held by DC Vote – an organization fighting for voting rights for the District of Columbia.

Mayor Conducts Reporters Roundtable on Summit

On October 14, I conducted a roundtable with community newspaper editors on the subject of Citizen Summit III – which is being held November 1 at the new Washington Convention Center.

Mayor Appears at Phillips in Dupont Circle

On October 16, I appeared as a speaker at the Philips Collection in Northwest. The Phillips Collection is undertaking an expansion that will create a new Education Center, among other additions to the Dupont Circle museum.

Mayor Joins Seniors for Dialogue in Northeast

On October 16, I joined senior citizens at the Allen House in Northeast. We conducted an informal dialogue about neighborhood and senior issues.

Mayor Delivers Housing Remarks at Henson Ridge Event

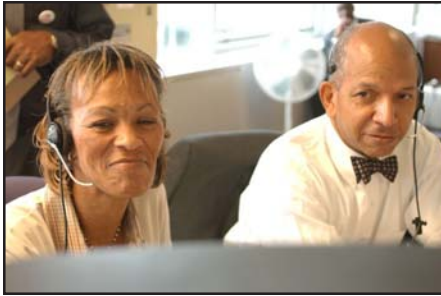
On October 17, I delivered remarks at the grand opening of the Henson Ridge townhomes in Southeast. The Henson Ridge community was made possible by an initial \$29.9 million Hope VI grant provided by the US Department of Housing and Urban Development (HUD).

Mayor Joins Regional Officials for Pedestrian Event

On October 17, I helped host the kick-off of a regional pedestrian safety campaign with leaders from Montgomery and Fairfax counties. We held the event at the busy intersection of 14th and U Streets, NW.



District Activities



On Tuesday, October 14, Mayor Williams answered telephone calls from citizens at the District government's call center. He was assisted by Darlene Lawson.



Mayor Williams joined City Councilmember Vincent Orange, DPR Director Neil Albert, citizen activist Darlene Oliver, and others for the groundbreaking at Brentwood Recreation Center.



Mayor Williams joined city officials at the groundbreaking for Key Elementary School in Northwest.

Community News

- [Mayor Williams Calls for Review of GW Incident](#)
- [Mayor Williams and Area Officials Launch Regional Pedestrian Safety Campaign](#)

[View all News Releases](#)

Upcoming Events

- | | |
|-----------------------|--|
| 10/24 to 10/26 | city living, dc style Expo
4 pm Registration Open (Friday)
Washington Convention Center
For more information, visit www.citylivingdc.com |
| 11/01 | Citizen Summit III
8:30 am - 4 pm
801 Mt. Vernon Place, NW
Washington Convention Center Exhibit Hall A
www.citizensummit.dc.gov |
| 11/25 | Project Harvest
6 am - 6 pm
Pennsylvania Avenue, NW between 11th and 12th Streets
For more information, call (202) 806-3500 |



[View the Mayor's daily schedule](#)